

Proposed Privacy Policy for the Council for Certification in Volunteer Administration

Privacy Statement

This Council for Certification in Volunteer Administration Privacy Statement (“Statement”) informs you of how the Council for Certification in Volunteer Administration (“CCVA”/ “we”/“our”/“us”) collects and uses information about you. This Statement applies when you participate in our programs, sign up for any updates and/or events, donate to us in any way (online or offline), participate in the testing environment, and visit or interact with us through www.cvacert.org (“Site”), social media, or otherwise.

I. What kinds of information do we collect?

The types of information we collect includes (but is not limited to):

- Your name, contact information, and area where you are located.
- Information you provide voluntarily, e.g., when you respond to polls/surveys or volunteering opportunities, and financial information that you provide when you donate to us in any way (online or offline).
- If you sign up for speaking opportunities, events or other training initiatives we may also ask you to provide information related to your interests and expertise.
- Information that is captured through the exam application phase and the certification renewal process.
- Our Site uses necessary functional cookies. You can learn more about them and the choices you have here.

II. How do we use this information?

We process your information (as set out in Section I), to:

- Provide services you’ve signed up for. For example, we use your information to send you emails (e.g., about volunteering opportunities, exam preparation, or to match you with training opportunities).
- Send you emails you opted into receiving, including newsletters, updates about our events, programs and services.
- Receive payments you make (e.g., exam fees, donations) and to provide you with a receipt.

- Stay in touch and engage with you. For example, we use your information to respond or otherwise interact with you if you get in touch with us via social media, and we use your information to learn about your opinion via surveys/polls.
- Improve and measure the success of our programs. For example, we use survey/polls responses and other information to gather insights about our organization and people across the industry.
- Certificant directory may be published on the CCVA Website and other print or digital media, in a variety of ways, for the intention of collaboration and networking

III. How do we share this information?

We work with third-party partners who help us manage and improve our programs and processes, including tools and systems we use for this purpose. These third parties include: payment processors and third-party service providers to collect and store your information, and to reach you (e.g., via email or ads). Such providers include, but are not limited to, Google Docs/Google Drive, Mailchimp, Zoom, LinkedIn, X (formerly known as Twitter), Facebook, PayPal, Capsule, Better Impact, and Accredible.

We share information with third party partners as necessary to provide services you participate in, for example:

- If you sign up for an event, we may need to share event sign-up information with event partners (e.g., to ensure you can access the venue).
- We may also share insights we gain from your and others' information on an aggregated and anonymized basis, either publicly or with partner organizations and sponsors (e.g., how many people are enrolled in our programs). We may also share aggregated and anonymized information with third parties for statistical and market research.

We do not sell or rent any collected information to third parties. CCVA will only transfer collected information to trusted third parties who provide sufficient guarantees in respect of the technical and organizational security measures governing the processing to be carried out.

IV. How do we respond to legal requests or prevent harm?

We access, preserve, and share your information with regulators, law enforcement or others government agencies in response to a legal or law enforcement request:

- If we have a good-faith belief that the law requires us to do so.
- When we have a good-faith belief it is necessary to: detect, prevent, and address fraud, unauthorized or illegal use of our systems or services.
- To protect ourselves (including our rights, property and products), you or others, including as part of investigations or regulatory inquiries.
- To prevent death or imminent bodily harm.

V. How long do we keep this information?

We'll retain information (as set out in Section I), for as long as is required in order to comply with our legal obligations, to resolve disputes and to enforce our contractual agreements, or as necessary for our legitimate interests, such as to measure the success of our programs. Anonymous data (such as demographics, anonymous options, etc.) can be retained in perpetuity.

VI. What is our legal basis for processing data?

We process the data that we have in the ways described above:

- As necessary to fulfill our contracts with you, if any.
- Consistent with specific consents, which you may revoke at any time.
- As necessary to comply with our legal obligations.
- To protect your vital interests, or those of others.
- As necessary for our (or others') legitimate interests, including our interests in communicating with you, and improving and measuring the success of our programs, unless those interests are overridden by your interests or fundamental rights and freedoms which require protection of personal data.

VII. How can you exercise your privacy rights?

You have the right to access, rectify, port and erase your data, pursuant to applicable law.

You also have the right to object to and restrict certain processing of your data. This includes the right to object to our processing of your data where we are performing a task in the public interest or pursuing our legitimate interests or those of a third party.

If you no longer want to receive email updates, please "unsubscribe" using the directions or link at the bottom of the email. If you would like access to or would like us to delete your information, or to exercise any other right, please email info@cvacert.org.

VIII. How do we comply with the Children's Online Privacy Protection Act ("COPPA")?

Our online services are not intended for persons under the age of 13. Persons under the age of 13 are not allowed to use our Site in any fashion. If you learn that a child under the age of 13 has provided us with personal information contrary to these rules, please contact us at the address listed in the "XIII. How to contact CCVA with questions" Section below.

IX. How do we transfer data internationally?

We share information globally, both internally within CCVA and externally with our partners. Information we collect and process will be transferred or transmitted to, or stored and processed in the United States or other countries outside of where you live for the purposes as described in this Statement. These data transfers are necessary for our operations. We process your data in accordance with this Statement and applicable law.

X. Use of Third-Party Internet Sites

Certain third-party services, websites, or applications you use, or navigate to and from our Site may have separate user terms and privacy policies that are independent of this Statement. This includes, for example, websites owned and operated by our partners. We are not responsible for the privacy practices of these third-party services or applications. We recommend carefully reviewing the user terms and privacy statement of each third-party service, website, and/or application prior to use.

XI. How does CCVA protect your information?

CCVA uses reasonable and appropriate physical, technical, and administrative safeguards to protect information from unauthorized access, use, loss, misuse or unauthorized alteration. Notwithstanding our security safeguards, it is impossible to

guarantee 100% security in all circumstances. If you have any questions about security on our Site, you can contact CCVA at info@cvacert.org.

XII. How does CCVA respond to “Do Not Track” signals?

CCVA does not support “Do Not Track” browser settings and we do not currently participate in any “Do Not Track” frameworks.

XIII. How to contact CCVA with questions

If you'd like more information about our privacy practices or anything else, please contact us at info@cvacert.org

IX. Changes to this statement

We may update this policy from time to time to reflect our current practices. We will show material changes (if any) on our Site.